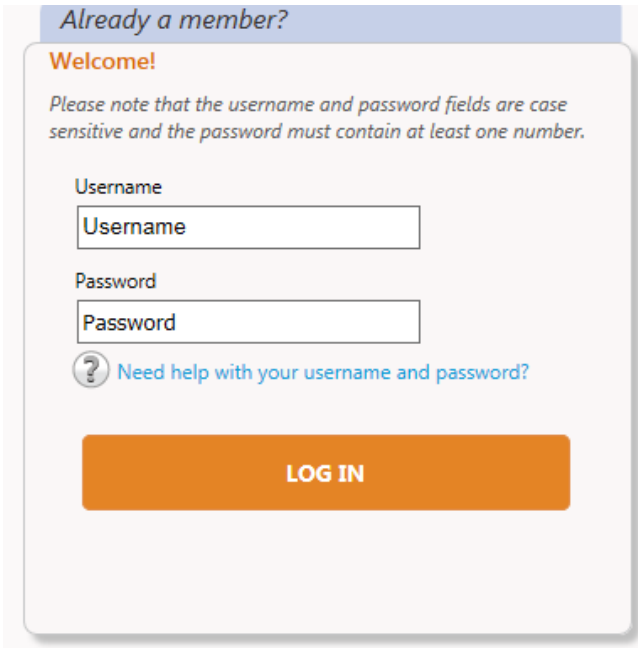

PASSWORD HELP

1. On the www.NextMD.com homepage, select the 'Need help with your username and password?' link.



Already a member?

Welcome!

Please note that the username and password fields are case sensitive and the password must contain at least one number.

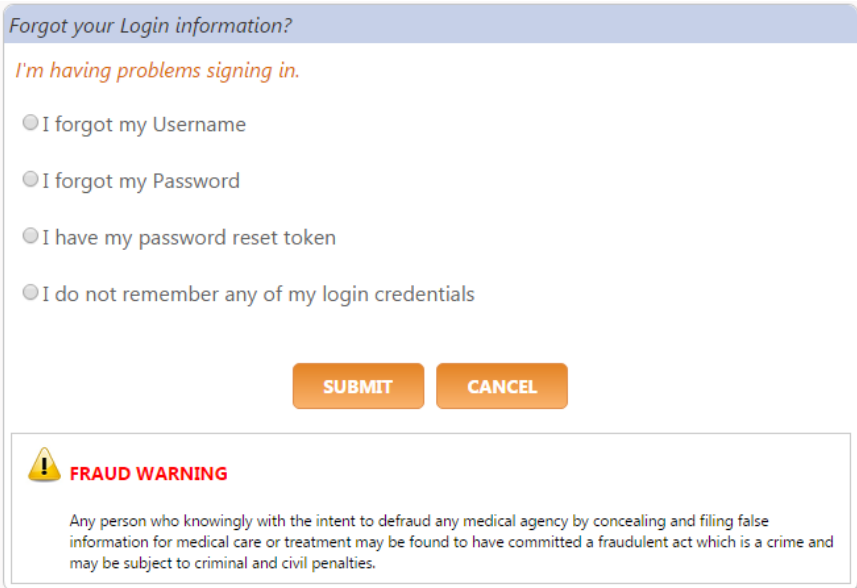
Username

Password

[? Need help with your username and password?](#)

LOG IN

2. Select 'I forgot my Password.'



Forgot your Login information?

I'm having problems signing in.

I forgot my Username

I forgot my Password

I have my password reset token

I do not remember any of my login credentials

SUBMIT **CANCEL**

FRAUD WARNING

Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.

3. Enter the required information and select Submit.

Forgot your Login information?

I'm having problems signing in.

I forgot my Username

I forgot my Password


Please enter your information below so that we can locate your account.

Username: *

I have my password reset token

I do not remember any of my login credentials

SUBMIT **CANCEL**

 **FRAUD WARNING**

Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.


4. You will be prompted to answer a security questions. Enter your response, and select Submit.

Reset your credentials

To reset your credentials, answer your forgotten password security question. An email will be sent containing a URL for you to reset your password. The forgotten password security answer is not case sensitive.

What is your mother's maiden name?


SUBMIT **CANCEL**

 **FRAUD WARNING**

Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.

5. The following warning will display along with a message that an email has been sent to you with the 'Forgot Password Link.'

Reset your credentials

 **FRAUD WARNING**

Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.

An email has been sent to you with a URL to reset your password. Please login to your email and click on the link to reset your password.

[Click here](#) to go back to login page.

6. Open your email. There will be a 'NextGen Patient Portal Password Reset' email. Select the 'Forgot Password Link.'

	Pediatric Alliance Patient Portal Password Reset Notification
--	----------------------------------------------------------------------

To: Mark

This email has been sent to you as part of your request to reset your NextMD User Account password. In order to complete the password reset process, you must click on the link below and follow the on-screen instructions.

[Forgot Password Link](#)

If you did not request a new password, Please contact Pediatric Alliance by telephone at (412) 278-5102 or email portal@pediatricalliance.com immediately.

Please retain this email for your records.


Please note: This e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message

This e-mail, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this e-mail is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this e-mail is prohibited. If you have received this e-mail in error, please notify the sender by contacting and delete this e-mail immediately.

<https://www.nextmd.com>

7. The Reset Login Credentials page will display.
Be sure to make note of your username above the "Reset your password" section.
Fill in all required fields (denoted with *) to create a new password and security questions.
Click Submit.

Reset login credentials

 **FRAUD WARNING**
Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.

Username: palportaltest12

Reset your password
Enter a password you want to use when you login. Asterisk (*) denotes required field.

* Password: Password must be between 8-50 characters with no spaces, must include at least one numeric digit, is case sensitive, and can be a combination of letters and [special characters](#).

* Retype password:

Reset your login security authorization
Choose a login security question and enter your answer. This question will be used as part of the login authorization process. You will be prompted to enter the answer for your selected question when you try to login to your account. Asterisk (*) denotes required field.

* Select a question:

* Enter your answer:

* Retype your answer:

Reset your password recovery credentials
Create a forgotten password question and enter the answer. This question will be used in the password reset process. You will be prompted to enter the answer for this question in case you need to reset your password in the future. Asterisk (*) denotes required field.

* Create a question:

* Enter your answer:

* Retype your answer:

SUBMIT **CANCEL**

8. After creating your new password and security questions, you will be redirected back to the Patient Portal homepage to login with your username and newly created password.

The image shows a login form for existing members. At the top, a blue header contains the text "Already a member?". Below this, the word "Welcome!" is displayed in orange. A note in italics states: "Please note that the username and password fields are case sensitive and the password must contain at least one number." The form includes two input fields: "Username" and "Password", both containing placeholder text. Below the password field is a link with a question mark icon: "? Need help with your username and password?". At the bottom of the form is a large orange button labeled "LOG IN".

If you are still experiencing issues logging into the patient portal, please contact either portal@pediatricalliance.com or 412-278-5102 for assistance.